

THE HOTEL PROTOCOL

CLIENTS DISCHARGED AGAINST MEDICAL ADVICE (AMA)

Medical Sheltering Site Policy

Clients who want to leave Medical Sheltering Sites Against Medical Advice



Policy Title:	Clients who want to leave Medical Sheltering Sites Against Medical Advice
Issue Date:	May 7, 2020
Last Revision Date:	May 7, 2020
Policy Overview:	This policy outlines the protocol to be used for clients who are COVID-19 + or a Person Under Investigation (PUI) at a Medical Sheltering Site (MSS) and want to leave Against Medical Advice (AMA).



Policy:

1. All clinical staff at all Medical Sheltering Sites (MSS) must be trained in the COVID Isolation and Quarantine (I&Q) Health Officer Order (HOO).
2. The I&Q HOO must be prominently displayed in client areas at all MSS and a copy be included in the Welcome Packet.
3. At least one onsite clinical staff must obtain permission and training in the Homeless Management Information System (HMIS).
4. Upon admission, the onsite clinical staff will review the I&Q HOO with client and obtain written acknowledgement.
5. If a client desires to leave against medical advice (AMA) during the I&Q period stipulated by the HOO, the onsite clinical staff will attempt to educate and address the client's concerns to persuade the client to stay and continue to shelter in place.
6. If the client is a Person Experiencing Homelessness (PEH), the onsite clinical staff will contact the Homeless Service Provider associated with the location to speak with the client to also try to convince the client to stay at the MSS.
7. Mental Health resources will be made available at all sites to speak with client in the above circumstances.
8. If the client still wants to leave AMA, the onsite clinical staff will give the client at least 2 surgical masks and advise them to wear a mask until their I&Q period has ended whenever they will be within 6 feet of another individual.
9. If the client is a PEH, the appropriately trained staff will place a time limited alert in the client's profile in the HMIS using the sample data elements provided below.

10. The HMIS alert will include:

- Name of the Alert: COVID -19 Positive Test on [Date] or COVID PUI
- Sample COVID-19 Status Data Elements
 - Symptomatic (fever, cough, shortness of breath)
 - Date of COVID-19 and result
 - Date of when I&Q ends
 - Background regarding against medical advice departure
 - Contact at facility where client left against medical advice [Name] [Phone]
 - Next of kin [Name] [Phone]

11. If client is not PEH, clinical staff will contact referring agency (unless it was a hospital) and advise them that client left the MSS AMA.

12. If the client was referred by the correction system, clinical staff will alert the probation officer that the client left the MSS AMA.

13. If a client leaves AMA and later returns, the client will:

- a. Be admitted if this is the first time and there is space and the site medical lead agrees.
- b. Be admitted if this is the second time if agree for by the site and the medical lead.
- c. Not be admitted if the clients quarantine or isolation period is over. Every attempt will be made to find an alternative location for the client.